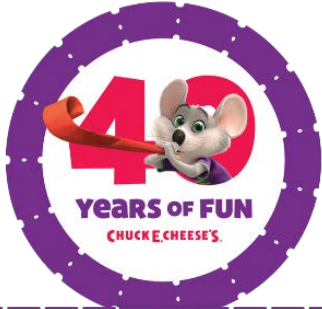


CHUCK E FOCUS

Week 29 – July 21, 2017

1707 Market Place Blvd Suite 200
Irving, TX 75063
972-258-8507



CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE
TOP 10 IN SALES INCREASE LAST WEEK!

	Restaurant	2016	2017	YOY Increase
1.	Cambridge, ON #846	\$20,322.55	\$31,059.57	52.8%
2.	Johnstown, PA #534	\$8604.49	\$12,543.82	45.8%
3.	Dartmouth, MA #751	\$17,941.60	\$25,589.68	42.6%
4.	Cherry Hill, NJ #498	\$17,246.07	\$23,663.64	37.2%
5.	North Hills, PA #544	\$14,968.94	\$20,402.43	36.3%
6.	Modesto, CA #200	\$35,169.96	\$46,594.12	32.5%
7.	Baton Rouge, LA #609	\$17,026.50	\$22,488.02	32.1%
8.	Patchogue, NY #496	\$30,644.34	\$40,264.98	31.4%
9.	Vestal, NY #521	\$25,074.91	\$32,934.57	31.3%
10.	Jacksonville, NC #374	\$20,756.13	\$27,239.14	31.2%

cast member SPOTLIGHT OF THE week



NORTHEAST

Meet Michelle Nimitz, Cast Member in restaurant #334 Ann Arbor. Michelle has been a super star with Chuck E. Cheese for 7 months now and counting! Michelle has the best hospitality! She serves as a birthday coordinator and never gives anything but her best. Party moms and kids are always happy when she is around. In Michelle's spare time, she enjoys teaching ballroom dancing!

LET THE FUNshine!



Summer My Favorite Fun Contest



Week 3 Theme: THEME WEEK!

We have already seen the creativity come out of the woodwork for themes during our Ambassador of Fun workshops – are you ready to put your creativity up against everyone else?

This next week's challenge is theme week! Decorate your restaurant, have everyone dress and accessorize with your theme! (please be sure all Cast Members and management still adhere to our uniform standards per the handbook).

How much guest participation can you get in your restaurant? Please submit 3-5 pictures of your theme!

Announcement – July 21st

- **Regional Ambassadors:** Select your **3 Districts** to compete for company bonus points for this week's topic and let me know by **Wednesday, July 26th!**
- **District Ambassadors and District Managers:** Get with all your Restaurant Ambassadors to start planning!

Competition Week – July 28th - August 2nd

- **Restaurants:** Send your **best submission** to your District Ambassador no later than **Wednesday, August 2nd 12:00 PM CST.**
- **District Ambassadors:** Send your **top 3 submissions** to myfavoritefun@cecenterentertainment.com and copy your Regional Ambassador no later than **Wednesday, August 2nd 11:59 PM CST**
- **Regional Ambassadors:** Send your **top submission per district** to Sondra at sfincher@cecenterentertainment.com no later than **Thursday, August 3rd 12:00 CST.**

Submission Information

- All entries should have the following information in the email:
 - ✓ **District Team name**
 - ✓ **Restaurant name and number**
- **If your restaurant/district/region finishes early, please go ahead and send in your submissions early!**
1st, 2nd, and 3rd place winners per region, company-wide bonus points, AND quad winners will all be announced on **Friday, August 11.**

Have fun everyone, let's all dress to impress!

If you have any questions, please feel free to reach out to me at sfincher@cecenterentertainment.com or your Regional Ambassador!

Results for Week 1 are currently being viewed and judged – our PPP judges are SO IMPRESSED with all of the singing skills they are enjoying watching them all – but the decision is tough!
Please hold tight and announcement will be made when we get the results!



dear chuck e...

I just wanted to make sure that the two clerks I dealt with during our visit got credit for their great customer service; especially the male clerk who went out of his way to help me. Unfortunately, I didn't get the names of either employee. I had my hands full with my 4 crazy grandkids. I was visiting my 4 grandkids in Charleston, SC. The kids are ages 6, 4, and 9 months old and I decided to take them all to Chuck E. Cheese by myself. This was my first visit to any Chuck E. Cheese since my own kids were young and I had no idea what I was doing. The young man on duty at the front door walked me through how to purchase the play passes. He later helped me add more money to the play passes and also buy a new play pass for one of the kids who had managed to have his pass stolen. This young man later was "making it rain" tickets and my grandkids (who tend to be less aggressive and more shy) wound up with just a few tickets while the rest of the kids in the area crawled around and scooped up all the tickets in sight. Your employee saw what happened and handed me a fistful of tickets for my kiddos. Finally, the same young man encouraged us to rub the token on the wall on our way out, for luck. As I was strapping the kids into their car seats, I heard a voice saying, "your luck has already started!" and there he was right behind me. He had run out into the parking lot to bring me the monogrammed water bottle one of my grandkids had left on the counter. Please make sure these employees get the credit they deserve. They were very kind and made our visit very enjoyable.

Southeast Region
Charleston, SC #966
RVP Bill Eich
DM Marcus Scarabino
GM Quantasha Brown

We had my son's birthday party in the Niles, OH restaurant. We had it on July 4th at 12PM. My son, Eric, turned 17. He has down syndrome and autism, and his favorite place in the world is Chuck E. Cheese. I wanted to tell you how wonderful your staff was with my son. Not only did they throw a great party, but they went out of their way to make my son feel special. From our party host, Kevin, to our greeter at the door, to Amanda, the event planner, and the young lady in the kitchen; our service was awesome. I can't thank them enough for how they treated my son and our party. They were fun, attentive, and respectful. You are lucky to have such wonderful employees. They are great ambassadors for Chuck E. Cheese.

Northeast Region
Niles, OH #745
RVP Jim Brawley
DM Dennis Sanders
GM Sharmayne Gay
Cast Members Kevin and Amanda

I simply wanted to give a huge acknowledgement to the manager Trish at your Covina location. My school recently visited on a field trip and Trish and her staff were incredible. Trish made sure to contact me ahead of time to collect all our details and she had everything ready for us when we arrived. Trish also made our visit run smoothly and very enjoyable. She was extremely professional and organized. Basically, Trish wowed us with her hospitality. She definitely deserves a raise and tons of accolades. Thank you again. We will be back next year!

Western Region
Covina, CA #413
RVP Tim Kerum
DM Michael Coronado
GM Nanette Diaz
Opening Coordinator Trisha Toomey

anniversaries

5 YEARS

Bonnie Stillman ~ 092
Leticia Rojas ~ 381
Ruben Garza ~ 863
Leela Alloway ~ 960

10 YEARS

Rick Sherman ~ 360
Eli-Antonio Vasquez ~ 638
David Brahm ~ 842
Jason Bostick ~ 962

15 YEARS

Lorius Augustin ~ 435
Ivar Diaz ~
Support Center –
Accounting

20 + YEARS

Rosalina Fernandez
Location 059
25 Years

I wanted to say that I'm a huge fan of your company. I've been a long time customer of Chuck E. Cheese and can't imagine going anywhere else for my kid's parties and entertainment. I know a lot of folks probably email to complain and it can be tough responding to those, so I thought I'd add a little sunshine. You're doing great work, it's appreciated in our house, and I wanted to say thanks.

Central Region
Arlington Hts, IL #688
RVP Chris Kelly
DM Troy Watring
GM Rick Gold



CHUCK E.
LEARNING

TRAINING MATERIALS ORDER FORM

Your training materials order form has been updated!
Need training materials? Use this form to order any and all training materials!

This order form is always available
on the Sharepoint Website on the
L&D page:

https://cecenterentertainment.sharepoint.com/sites/Operations/ChuckELearnin%20g/layouts/15/guestaccess.aspx?guestaccess_token=nlgRvEvFZRTXPt3N4AqPiYBYkgKd9sXJewcGtW%2fnSmU%3d&docid=21b7a55699711b49bfb89848d4df181b7d&rev=1



**Congratulations to Team
Covington #610 for being
100% compliant with minor
labor regulations on a
recent audit!**



MERCH

This coming week you will be receiving a new Dippin' Dots bell. Please follow the following instructions on how to secure this bell on the top of you Dippin' Dots station.

Bell Mounting Instructions:

Bell should be mounted on the top of the sneeze guard in the left or right corner as seen in picture



- Wipe bottom rim of the bell and sneeze guard area.
- Run a bead of Clear Silicone around the bottom lip of the bell and place onto the sneeze guard with logo facing towards the guest.
- Proceed to run an additional bead of clear silicone around the bottom edge of the bell once it is in place.
- The silicone will need a few hours to fully dry so it is suggested the bell be installed early in the AM when your Tech first arrives, or at closing so it may dry overnight.

DO NOT USE A GLUE OR ADHESIVE FOR MOUNTING – USE CLEAR SILICONE ONLY

Clear silicone will allow for the bell to be carefully removed and reinstalled in case the sneeze guard ever needs to be replaced. To uninstall, run a razor blade through the bead of silicone to remove the bell. Proceed to clean the base of the bell and reinstall.

Questions? Please contact merchandise at
merchandise@cecenterentertainment.com

Awesome job

**Team Irving #081 ~ Top
restaurant in the Central
Region in our recent Guinness
World Record Event!**



OPERATIONS

WELCOME TO THE CHUCK E. CHEESE FAMILY!

Congratulations to
Nicole Lowder – GM
Downingtown #538 and
Chris Lowder – GM
Montgomeryville #455 on the
new addition to their family,
Lydia Elizabeth Lowder
Born Saturday, 7/15/17



Congratulations to
Kim Hoagland ~ Call
Center Manager on
the arrival of her baby
boy, Luke James born
Sunday, July 9th.



CHUCK E.
LEARNING

DOUGH POSTERS

Your new and improved Dough Posters
are arriving!

Some key standard changes reflected
on this new poster:

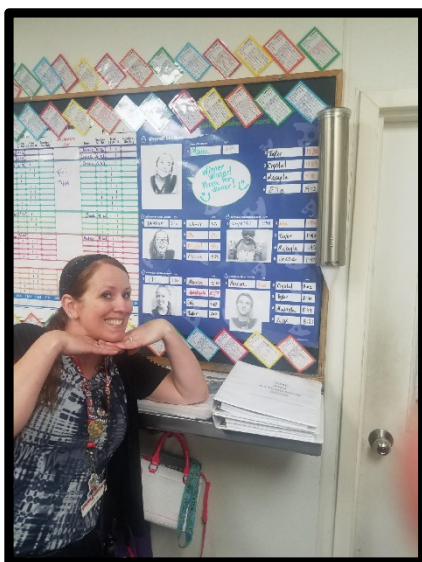
- **Step #5 Bun – XL Bun Tray 8 per pan**
- **Steps 10-11 Sheet/Doc Traditional – Day Dot (bottom sheet), Storage (lid), & shelf life (3 days)**
- **Lg T&C – New procedure**



If you have any questions regarding this
new poster, please contact your L&D
Manager at
learning@cecentertainment.com

WOW!

A completely filled
out FUNCTIONS board!
Great job Heidi Lupo
and Team Ellisville



The only thing worse than training your
employees and **having them leave**
is not training them and
HAVING THEM STAY

~ Henry Ford, Founder
Ford Motor Company ~



CHUCK E. CHEESE'S

HOT JOBS

general manager

363 ~ Hayward, CA	616 ~ Buford, GA	568 ~ Lincoln, ND
378 ~ Laguna Hills, CA	665 ~ Olathe, KS	736 ~ Columbus NW, OH
404 ~ San Jose Kooser, CA	770 ~ Frederick, MD	893 ~ Norman, OK
605 ~ Savannah, GA	323 ~ Flint, MI	300 ~ Olympia, WA
613 ~ Douglasville, GA	742 ~ Springfield, MO	604 ~ Madison, WI

tech manager

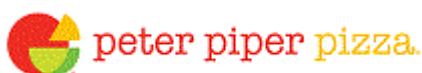
671 ~ Little Rock, AR	617 ~ Albany, GA	471 ~ Newington, NH
108 ~ Redwood City, CA	729 ~ Atlanta, GA	547 ~ Mayfield Heights, OH
109 ~ Burbank, CA	359 ~ Dearborn, MI	540 ~ Lancaster, PA
200 ~ Modesto, CA	829 ~ Muskegon, MI	860 ~ Sioux Falls, SD
367 ~ Ladera Heights, CA	564 ~ Memphis, MS	577 ~ College Station, TX
612 ~ Athens, GA	749 ~ Joplin, MO	604 ~ Madison, WI
615 ~ Fayetteville, GA		842 ~ Milwaukee, WI

DISTRICT MANAGER

District Manager

Based in Madison, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager
General Manager
General Manager
General Manager

Green Acres, FL #1266
Las Vegas, NV #1256
Gilbert & Baseline, AZ #1283
Moore, OK #1263

Please visit www.peterpiperpizza.com to review all open Peter Piper Pizza positions